



F E D E R A L
S T U D E N T A I D
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Enterprise Configuration Management Implementation

Enterprise Change Management Process Guide

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1.0 Enterprise Change Management Process

1.1 Purpose

The Enterprise Change Management process supports the evaluation of enterprise level change requests to determine if the change may affect other areas of the FSA Information Technology enterprise. FSA's enterprise level changes affect these enterprise areas:

- Changes to the existing infrastructure which affect more than one production system or applications in development (e.g. the Virtual Data Center VDC);
- Architecture standards whether modified or new standards proposed as a result of the change (Business Technical Architecture (BTA));
- Updates or Modifications to the core data architecture or content other applications use to complete business transactions (TBD - process and review team is not in place);
- Changes to the FSA Solution Life Cycle (SLC) methodology which houses SEI-CMM® processes and procedures as modified or new standards are proposed that affect the methodology and;
- Changes to the FSA Technology Handbook which house standards and policies for FSA's Information Technology assets, as modified or new standards are proposed that affect the handbook.

If potential enterprise modifications are identified, this process describes what needs to be done to route the change request to the appropriate enterprise area for appropriate action and to manage the request through completion.

1.2 Process Definition and Context

The Enterprise Change Management Process shows the flow of a Change Request from its identification to closure. The appropriate enterprise area receives the Change Request. The enterprise change management area acts on the change request and documents its activities. The enterprise area communicates to affected parties the Change Request. The Enterprise Area reviews the change, implements, and tests as appropriate affected areas and closes the Change Request document.

1.3 Benefits

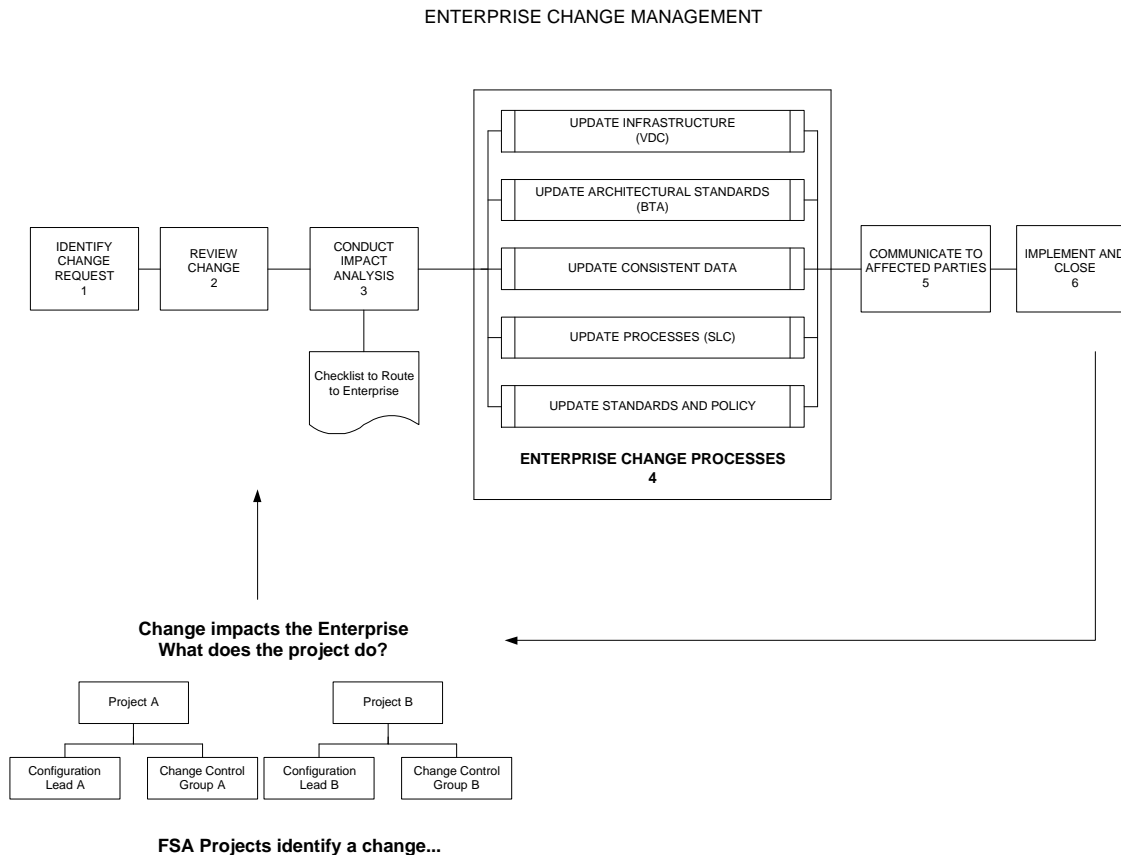
The benefits of this Change Management Process include:

- ☐ Efficient and reusable process for change requests within the FSA.
- ☐ Documented history of each change within the FSA



1.4 Enterprise Change Management Flow Process

The following process steps are described in the table in Section 1.5. The enterprise areas are described in the table in Section 1.6 and the enterprise area change processes (step 4) in Section 1.7. The project level change process guide and the generalized change management process are described in Section 1.8.





1.5 Process Workflow Description

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
Start				
1.	<p><i>Identify Change Request (CR)</i></p> <p>A Change Management change request is a formal request to an enterprise area for a modification that affects the FSA enterprise from a technical standpoint. The originator of a change request submits a request to change some aspect of the enterprise (enterprise architecture standards, process change, trouble ticket, resource allocation requirement or needed software modification).</p> <p>A change request will be logged and a unique change identifier will be assigned to track the change through the change management process from initiation to implementation and closed out.</p>	Originator		
2.	<p><i>Review Change</i></p> <p>The originator reviews the change request to ensure that the request is at the correct level and that the detail is clear. The review is conducted to determine if the change request should be treated as a single request or a multiple request that affects multiple enterprise areas.</p>	Originator		
3.	<p><i>Conduct Impact Analysis</i></p> <p>The originator performs an impact analysis in order to identify other affected areas and determine risks and risk mitigation activities associated with the request. This typically involves meeting with appropriate resources to provide input. Once the impact analysis is complete, the request is submitted to the appropriate enterprise area for processing. (See Section 1.8)</p>	Originator		



Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
4.	<i>Enterprise Change Processes</i> Each enterprise area manages its own change management process. The enterprise area change management process acts upon the change requests, maintains all discussion documentation and informs the affected parties when a decision has been made. It determines when the request will be implemented (or not) and closed. Refer to Section 1.6 for a description of the enterprise area and Section 1.7 for the enterprise area process guide.	Enterprise Area		
5.	<i>Communicate to Affected Parties</i> After an enterprise area has reached agreement on a particular change request, the area representative records the decision and appropriate documentation is updated. The change request originator and other affected parties are notified.	Enterprise Area		
6.	<i>Implement and Close</i> All actions required to implement the change is the responsibility of the enterprise area. The enterprise area has the responsibility for implementing the request or ensuring that the request is implemented based on agreed upon decisions. Once complete, the enterprise area will notify the originator and close the change request.	Enterprise Area		
End				



1.6 Enterprise Research and Review (Process Step 4)




Each enterprise area manages its own change management process. The change management process for each enterprise area acts upon the change requests, maintains all discussion documentation and informs the affected parties when a decision has been made. It determines when the request will be implemented (or not) and closed. Refer to the Process Guides for each enterprise area (see Section 1.7).

Enterprise Area	Description
Infrastructure (VDC)	Infrastructure changes affecting development or production areas
Architecture Standards (BTA)	BTA is responsible for developing enterprise standards, policies, and product recommendations for FSA
Consistent Data	Consistent Data is responsible for setting enterprise data standards
Processes (SLC)	SLC is responsible for SEI CMM compliance solution development and management processes, job-aids, and templates used at FSA.
Standards and Policies (Technology Handbook)	The Technology Handbook houses current IT standards guidelines and processes from the enterprise areas. The responsibility for content updating rests with the enterprise areas.

Generalized Change Process – All Enterprise Change Management processes should have the characteristics of the generalized change process. See the embedded object A “Characteristics of the Generalized Change Process” in Section 1.8 for the detail.








1.7 Enterprise Area Change Management Process Guides

Object ID	Processes	Objects	FSA Point of Contact
A	Infrastructure (VDC)	 "FSA Infrastructure Change Management	DCIO/EITS
B	Architecture Standards (BTA)	TBD	DCIO/EITM
C	Consistent Data	TBD	DCIO/EITM
D	Processes (SLC)	 "v8.2 SDLC Process Guide Appendix D 03	DCIO/ECAD
E	Standards and Policies (Technology Handbook)	 "Tech Handbook Change Management	DCIO/EITM



1.8 Other Change Management Process Documentation Including Impact Analyses

Object ID	Processes	Objects
AA	Student Financial Assistance (SFA) Configuration Management (CM) Process Guide	 "CM Process Guide 01 25 02.doc"
BB	Characteristics of the Generalized Enterprise Change Management Process	 "Generalized Enterprise Change M:
CC	Project Level Impact Analysis Checklist	 "project impact analysis checklist 05
DD	Enterprise Level Impact Analysis Process (As cited in Step 3, Section 1.5 "Conduct Impact Analysis")	 "ecm impact analysis process 05 02 02V0.5
EE	Checklist to Route CR to Appropriate Enterprise Level Area	 "Checklist to Route CR to Appropriate En